

**COVID-19 PREMIUM REFUNDS, CREDITS,
AND REDUCTIONS REPORT
COVER PAGE**

<div style="border-bottom: 1px solid black; padding-bottom: 2px;">Hartford Fire Insurance Company, Hartford Casualty Insurance Company, Hartford Accident and Indemnity Company</div> <div style="font-size: small; margin-top: 2px;">Company Name</div>			<div style="border-bottom: 1px solid black; padding-bottom: 2px;">19682, 22357, 29424, 37478, 30104, 34690, 11000, 27120,</div> <div style="font-size: small; margin-top: 2px;">NAIC Company Code</div>		
<div style="border-bottom: 1px solid black; padding-bottom: 2px;">Hartford Fire & Casualty Group</div> <div style="font-size: small; margin-top: 2px;">Group Name</div>			<div style="border-bottom: 1px solid black; padding-bottom: 2px;">91</div> <div style="font-size: small; margin-top: 2px;">NAIC Group Code</div>		
<div style="border-bottom: 1px solid black; padding-bottom: 2px;">One Hartford Plaza</div> <div style="font-size: small; margin-top: 2px;">Address</div>					
<div style="border-bottom: 1px solid black; padding-bottom: 2px;">Hartford</div> <div style="font-size: small; margin-top: 2px;">City</div>		<div style="border-bottom: 1px solid black; padding-bottom: 2px;">CT</div> <div style="font-size: small; margin-top: 2px;">State</div>		<div style="border-bottom: 1px solid black; padding-bottom: 2px;">06155</div> <div style="font-size: small; margin-top: 2px;">Zip Code</div>	
<div><input checked="" type="checkbox"/> Admitted insurer</div> <div><input type="checkbox"/> Non-admitted and transacted through a Surplus Lines Broker</div>					
<p><i>Under penalty of perjury, I declare that I have examined this report, and to the best of my knowledge and belief, it is true, correct, and complete.</i></p>					
<div style="border-bottom: 1px solid black; padding-bottom: 2px;">6/12/2020</div> <div style="font-size: small; margin-top: 2px;">Date</div>					
<div style="border-bottom: 1px solid black; padding-bottom: 2px;">Patricia McEvoy</div> <div style="font-size: small; margin-top: 2px;">Name of the Officer</div>		<div style="border-bottom: 1px solid black; padding-bottom: 2px;">860-547-8822</div> <div style="font-size: small; margin-top: 2px;">Phone Number</div>		<div style="border-bottom: 1px solid black; padding-bottom: 2px;"></div> <div style="font-size: small; margin-top: 2px;">Fax Number</div>	
<div style="border-bottom: 1px solid black; padding-bottom: 2px;">Chief Ethics and Compliance Officer</div> <div style="font-size: small; margin-top: 2px;">Title</div>		<div style="border-bottom: 1px solid black; padding-bottom: 2px;">patricia.mcevoy@thehartford.com</div> <div style="font-size: small; margin-top: 2px;">E-Mail Address</div>			
<div style="border-bottom: 1px solid black; padding-bottom: 2px;">Meggan Conner</div> <div style="font-size: small; margin-top: 2px;">Name of the Contact Person</div>		<div style="border-bottom: 1px solid black; padding-bottom: 2px;">(860)547-2849</div> <div style="font-size: small; margin-top: 2px;">Phone Number</div>		<div style="border-bottom: 1px solid black; padding-bottom: 2px;"></div> <div style="font-size: small; margin-top: 2px;">Fax Number</div>	
<div style="border-bottom: 1px solid black; padding-bottom: 2px;">Assistant Vice President, Government Affairs</div> <div style="font-size: small; margin-top: 2px;">Title</div>		<div style="border-bottom: 1px solid black; padding-bottom: 2px;">meggan.conner@thehartford.com</div> <div style="font-size: small; margin-top: 2px;">E-Mail Address</div>			

This Report Is Due No Later Than: June 12, 2020

Please return the completed Cover Page to the Rate Specialist Bureau at RSBCovid19PR@insurance.ca.gov.
Any questions / correspondence can be directed to: RSBCovid19PR@insurance.ca.gov

CALIFORNIA DEPARTMENT OF INSURANCE
Attn: Rate Specialist Bureau, 11th Floor
300 South Spring Street, South Tower
Los Angeles, CA 90013-1230

INFORMATION PROVIDED IN THIS REPORT SHALL BE PUBLIC AND NON-CONFIDENTIAL

, 29459, 42307, 10784

Questionnaire

COVID-19 Premium Refunds, Credits, and Reduction Report

Company Name: Hartford Fire Insurance Company, Hartford Casualty Insurance Company, Hartford Accident and Indemnity Company, Hartford Insurance Company of the Midwest, Hartford Underw NAIC Code: 19682, 22357, 29424, 37478, 30104, 34690,

Group Name: Hartford Fire & Casualty Group NAIC Group Code: 91

- 1) Has your company written premium in California in 2020 in any lines of business identified in Bulletin 2020-3?
Check all appropriate box(es) and identify all applicable lines, if any.

- a. YES ☒ Our company writes in one of these lines of insurance listed below.
Place a check mark next to the lines that apply and go to question 2.

1. ☒ Private Passenger Automobile Insurance [PPA]
2. ☒ Commercial Automobile Insurance [CMA]
3. ☒ Workers' Compensation Insurance [WC]
4. ☒ Commercial Multiple Peril Insurance [CMP]
5. ☒ Commercial Liability Insurance [CML]
6. ☐ Medical Malpractice Insurance [MED]
7. ☐ Any other line of insurance that is impacted by COVID-19 pandemic. List below.

See attached

- b. NO ☐ Our company does not write any lines of insurance listed above. End of Questionnaire.

- 2) Has your company taken action to refund premium in response to COVID-19?
Check the appropriate box and provide explanation in the appropriate section of the Explanatory Memorandum.

- a. NO ☐ Please provide your explanation describing the types of risk exposures that are not subject to refund in the Explanatory Memorandum-section I.
- b. YES ☒ Please provide a summary of your action plan to achieve the premium refund in response to this bulletin in the Explanatory Memorandum-section II.

- 3) Does your company have any rate filings pending approval by the Rate Regulation Branch in the California Department of Insurance that pertain to the lines of business in Bulletin 2020-3?
Check the appropriate box and identify the California Department of Insurance filing reference number(s) in the box provided, if applicable.

- a. No ☒
- b. Yes ☐ Please list the Rate Filing Number(s) below.

- 4) How did your company accomplish its refund of premium to policyholders? Please answer by line of insurance.
If the method differs by program within line of insurance, please check all boxes that apply and provide additional explanation in the accompanying Explanatory Memorandum - section II.

- a. Return of Premium - sending payment (checks, credit back to credit card, etc.) to policyholders for the amount of the premium adjustment.
- b. Premium Credit - giving a credit at the next installment or renewal equal to the amount of the premium adjustment.
- c. Premium Reduction - reducing the premium amount payable at the next renewal.
- d. Dividend - refunding an amount as a policyholder dividend.
- e. Other - please specify:

Line of Insurance

PPA	CMA	WC	CMP	CML	MED	OTHR
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
see attached		ee attached	ee attached	see attached	N/A	N/A

- 5) Explain which of the following method(s) your company used to compute the premium refund.

Please check the appropriate box for each line of insurance. If the response differs by program within line of insurance, check the box for the predominant program in the line, and provide additional explanation for the remaining programs in the accompanying Explanatory Memorandum - section II.

Methods (a) or (b) are adjustments that can be performed consistent with the current approved rating plan.

- a. Reclassification of exposures to comport with current exposure
- b. Reduction of the rated exposures to reflect actual or anticipated exposures
Select an exposure base to be adjusted from the list below for each line of insurance.
- b1. Miles Driven
- b2. Payroll
- b3. Gross Receipts
- b4. Other, please specify:

Line of Insurance

PPA	CMA	WC	CMP	CML	MED	OTHR
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
See attached	See attached	See attached	See attached	See attached	N/A	N/A

- c. Application, or expected application, of a uniform premium reduction for all policyholders in the line.

The premium refund can be a fixed amount or an average percentage based on the change in exposures.
Considerations relevant to determining the refund amount may include distribution of policyholders across
mileage bands or type of use of vehicle for personal auto insurance or, at a minimum, premium for a commercial policy.

- c1. Enter the uniform premium reduction refund amount for all or select group of policyholders. [\$]
- c2. Enter the applied average percentage based on estimated change in risk and/or reduction in exposure. [%]
- c3. If the refund applies only to selected programs, industries, classifications, essential vs non-essential business, etc.
please identify and include detailed program information in the Explanatory Memorandum-Section II.

d. Reassessment of the classification and exposure bases of affected risks on a case by case basis

6) Identify any and all other measures that your company has taken to help policyholders during the COVID-19 quarantine period.
Select a method from the list below for each line of insurance. If the method differs by program within line of insurance, check the box
for the predominant program in the line, and provide additional explanation for the remaining programs in
Explanatory Memorandum - section II.

- a. Providing a grace period to pay insurance premium.
- b. Waiving late fees.
- c. Suspending cancellation of policies
- d. Extending Coverage to Delivery Services
- e. Other, please specify:

END OF QUESTIONNAIRE

Line of Insurance						
PPA	CMA	WC	CMP	CML	MED	OTHR
15%						

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Line of Insurance						
PPA	CMA	WC	CMP	CML	MED	OTHR
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
See attached	See attached	See attached	See attached	See attached	N/A	See attached

11000, 27120, 29459, 42307, 10784

COVID-19 Premium Refunds, Credits, and Reduction Report

Company Name: Hartford Fire Insurance Company, Hartford Casualty Insurance Company, Hartford Accident and Indemnity Company NAIC Code: 19682, 22357, 29424, 37478, 30104, 34690, 11000, 27120, Group Name: Hartford Fire & Casualty Group NAIC Group Code: 91

[I] If your company writes in any lines of insurance specified in Bulletin 2020-3 and has determined no refunds are necessary, please explain and provide any relevant documents.

Responses for question #: 2a.
If you need additional space, please include an additional file with your submission.

See attached

[II] If your company writes in one of the lines specified in Bulletin 2020-3 and has issued refunds for your policyholders, please explain all actions taken to date to refund premium in response to or consistent with this Bulletin. Please include California-specific information and an explanation and justification for the amount, effective date, and duration of any premium refund, and how those measures reflect the actual or expected reduction of exposure to loss. Please provide any relevant documents.

Responses for question #: 2b, 4, and 5
If you need additional space, please include an additional file with your submission.

See attached

29459, 42307, 10784

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COVID-19 PREMIUM REFUNDS, CREDITS, AND REDUCTIONS WORKSHEET

Company Name:	Hartford Fire Insurance Company, Hartford Casualty Insurance Company, Hartford Accident and Indemnity Company, Hartford Insurance Company of the Midwest, Hartford Underwriters Insurance Company, Property and Casualty Insurance Co	NAIC Code:	19682, 22357, 29424, 37478, 30104, 34690,
Group Name:	Hartford Fire & Casualty Group	NAIC Group Code:	91

[illegible]

11000, 27120, 29459, 42307, 10784